



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

400 Seventh Street, S.W.  
Washington, D.C. 20590

JUL 28 2003

Whitestone, NY

NVS-216mc  
Ref No: 10022349

Dear [REDACTED]:

Thank you for your correspondence dated May 13, 2003, concerning your leased 2001 Volvo S40. Your letter was forwarded to the National Highway Traffic Safety Administration (NHTSA) by the New York State Office of the Attorney General. We received your correspondence on May 23, 2003. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible defect is warranted.

A review of our database relative to rear brake pads and rotor problems on 2001 Volvo S40 vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided will be entered into our database. It will be considered with other reports to identify safety defect trends that may require our attention.

We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency and Better Business Bureau regarding your problem.



DOT AUTO SAFETY HOTLINE  
888-DASH-2-CUT  
888-927-4236

We have reviewed our database in an effort to identify a safety defect trend with regard to brake pads problems in 2001 Volvo S40 vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided will be entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at 202) 493-0576.

Sincerely,

A handwritten signature in dark ink, appearing to read "Alberto A. Jimenez", is written above the typed name.

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement